

Formal letters

23 Oxford Road — Write your address
Cheltenham on separate lines in
GL50 4QZ the top right-hand
corner. Do **not** write
your name.

4th August 19—

Write the date below
your address.

Write the name and address of the person or company you are writing to on the left-hand side, below the date.

The Manager
Goldspar Office Equipment
54 Old Market
Malvern
WR12 2PO

Write *Dear ...* next to the left-hand margin, followed by a comma.

Dear Sir or Madam,

I recently ordered a filing cabinet from your company and I am writing to say that I am not satisfied with the one which has just been delivered.

There are several reasons for this. In the first place, the cabinet is grey in colour rather than cream as I ordered. Secondly, the lock doesn't work. Thirdly, there is a large dent on the top, which was probably caused during delivery.

I must ask you to replace the filing cabinet with one which is the correct colour and in perfect condition. I would be grateful if you would telephone me on 06845 721399 as soon as possible in order to make the necessary arrangements.

End with *Yours faithfully*, if you began with *Dear Sir* or *Dear Madam*. End with *Yours sincerely*, if you began with a name.

Yours faithfully,

Hazel Smith

Print your name clearly after your signature.

HAZEL SMITH (Ms)

Use separate paragraphs to:

- say why you are writing
- give details or extra information
- conclude your letter